

WHAT IS CLAIMED IS:

1                   1.       In a call control system operative as a call center, a method for  
2     controlling routing of a telephone call comprising:  
3                    receiving a call at an incoming gateway;  
4                    signaling from the incoming gateway to a call control system that said call has  
5     been received by the incoming gateway;  
6                    determining the termination point to which said telephone call should be  
7     delivered from incoming call information and information and availability of a qualified  
8     agent at a termination point;  
9                    signaling with control signals from said call control system to an outgoing  
10    gateway coupled to said selected termination point;  
11                   causing said outgoing gateway to connect to said incoming gateway via a  
12    digital voice packet connection; and  
13                   directing said call from the outgoing gateway to said selected termination  
14    point.

1                   2.       The method according to claim 1 wherein said receiving step includes  
2     receiving the call from a publicly-switched telephone network into the incoming gateway,  
3     said incoming gateway converting said incoming phone call into digital voice packets.

1                   3.       The method according to claim 1 wherein said receiving step includes  
2     receiving the call in voice-over-IP format.

1                   4.       The method according to claim 1 wherein said directing step includes  
2     connecting the call via voice-over-IP means to a digital voice termination point.

1                   5.       The method according to claim 1 wherein said termination is via voice-  
2     over-IP.

1                   6.       The method according to claim 1 wherein said directing step comprises  
2     connecting the call via the publicly-switched telephone network.

1                   7.       The method according to claim 1 wherein said call control system is  
2     external and isolated from said incoming gateway and from said outgoing gateway, said call  
3     control system being connected through a firewall.

1                   8.       The method according to claim 1 wherein said call control system is  
2 external and isolated from said incoming gateway and from said outgoing gateway, said call  
3 control system being connected via a virtual private network.

1                   9.       The method according to claim 1 wherein said termination point is  
2 partially dependent upon a phone number to which said call is originally directed.

1                   10.      The method according to claim 1 wherein said termination point is  
2 partially dependent upon a phone number as originally called from.

1                   11.      The method according to claim 9 wherein said termination point is  
2 partially dependent upon a toll-free phone number to which said call is originally directed.

1                   12.      The method according to claim 1 wherein said incoming gateway is  
2 also said outgoing gateway.

1                   13.      The method according to claim 1 wherein said outgoing gateway is  
2 operative to forward digital voice packets from the incoming gateway without conversion.

1                   14.      The method according to claim 1 further including recording digital  
2 packet data from the incoming gateway in a digital storage unit.

1                   15.      The method according to claim 1 further including the step of  
2 dynamically redirecting the call from the termination point to a further termination point.

1                   16.      The method according to claim 1 further including signaling from the  
2 call control system to a visual display at the terminal point to convey related call-specific  
3 information to the agent at the termination point.

1                   17.      In a call control system operative according to the method of claim 1  
2 further comprising an apparatus for contemporaneously signaling from a call control system  
3 to a visual display at the termination point to provide call-specific information regarding the  
4 call; and server operative to provide call-specific information to the agent screen at the  
5 termination point.

1                   18.      The apparatus according to claim 17 wherein said server is an instant  
2 messaging type server.

1                    19.     The apparatus according to claim 17 wherein said server is web type  
2     server which can interact with a window on a client terminal at the termination point.

1                    20.     The apparatus according to claim 17 wherein said server is proprietary  
2     messaging type server.